

REMARKS

Applicants acknowledge receipt of the Examiner's Office Action dated November 14, 2006. This Office Action rejected all claims pending at that time. Specifically, the Office Action rejected claims 1-4, 7-10 and 13-18 rejected under 35 U.S.C. § 103(a) as being unpatentable over Sassin, et al., U.S. Patent No. 6,058,435 (Sassin) in view of Crowther, et al., U.S. Patent No. 6,771,765 (Crowther). The remaining dependent claims 5-6, 11-12, and 19-20 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Sassin, et al., U.S. Patent No. 6,058,435 (Sassin) in view of Crowther, et al., U.S. Patent No. 6,771,765 (Crowther) and further in view of Miloslavsky, U.S. Patent No. 5,915,011 (Miloslavsky). In light of the foregoing amendments and following remarks, Applicants respectfully request the Examiner's reconsideration and reexamination of all pending claims.

Independent claim 1 has been amended to make clear that assignments of the one or more agents to handle the first and second requests, is based on the media formats of the first and second requests and the media format associated with the communication channels that each of the one or more agents is authorized to access.

In rejecting the independent claims, the Final Office Action asserts that column 5, lines 9-12 of Sassin teaches "means for assigning in response to determining, the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats that each agent of the one or more agents can access."

Applicants have reviewed column 5, lines 9-12 of Sassin and can find no teaching or fair suggestion of the foregoing. Column 5, lines 9-12 of Sassin recite:

the ACD system routes incoming communications from customers to agents of a call center, and permits outgoing communications from the agents to the customers.

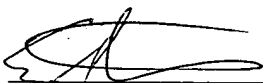
The foregoing is part of a paragraph in Sassin that describes a technique for distributing communications. Specifically, the first full paragraph in column 5 of Sassin describes an information distribution system 10 that includes components which enable the system to distribute communications based upon correlation between skills (presumably, agent skills) advantageous to processing the communications. Distributing communications based upon correlations between skills advantageous to processing the communications is distinct from amended claim 1's requirement of assigning, in response to the determining, the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with the communication channels that each agent of the one or more agents is authorized to access. Accordingly, Applicants submit that amended claim 1 is patentably distinguishable over the cited sections of Sassin and Crowther.

Independent claims 7 and 15 have been amended to include limitations similar to those limitations added to independent claim 1. Given that independent claims 7 and 15 were rejected based upon the same rationale for rejecting independent claim 1, it follows that independent claims 7 and 15 are patentably distinguishable over the cited sections of Sassin and Crowther for the same reasons that independent claim 1 is patentably distinguishable over the cited sections of Sassin and Crowther. The remaining claims depend directly or indirectly from independent claims 1, 7, and 15. Insofar as independent claims have been shown to be patentably distinguishable, it follows that the dependent claims are likewise patentably distinguishable.

PATENT

Applicants submit that all claims are now in condition for allowance, and an early notice to that effect is earnestly solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is requested to telephone the undersigned.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P. O. Box 1450, Alexandria, Virginia, 22313-1450, on February 13, 2007.



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2/13/07
Date of Signature

Respectfully submitted,



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